



DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
 To Report Vehicle Safety Defects
 1-888-DASH-2-DOT
 (1-888-327-4236)
 INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received 2004 JUL 18 14-JUL-2004	Repository <input type="checkbox"/> AM 9:21
Reference No. 10081996	
Daytime Telephone Number	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: BURTON State: OH Zip Code: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer. YES NO

Signature of Owner: [REDACTED] Date: 9/11/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: KLSVMS2L84B [REDACTED]

Make: SUZUKI	Model: VERONA Verona	Model Year: 2004
Date Purchased: 10/28/03	Dealer's Name and Telephone Number: Joe Gibbons SUZUKI 864-902-9440	Engine: No. Cylinders 6
Original Owner: <input checked="" type="checkbox"/>	Dealer's City: Gaffney State: SC Zip Code: 29340	Fuel Type: Gas
Transmission Type: AUTOMATIC	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain: FRONT WHEEL DRIVE
	<input checked="" type="checkbox"/> Cruise Control	Vehicle Component Code: 180000 VEHICLE SPEED CONTROL
		Multiple Failure: 6

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 14-JUL-2004	Failure Mileage: 18,948	Failure Speed: 5 to 10
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ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make:	Tire Model (Name or Number):	Tire Size (Example P215/65R15):
DOT No. (Example: DOTM19ABC036):	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
Tire Component Code:	Tire Failure Type:	

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION
 (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured: 0	Number of Deaths: 0	Reported to Police: N
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Narrative Description of Incident(s), Crash(es), and Injury(ies).
 Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

WHILE DRIVING VEHICLE SUDDENLY ACCELERATED UNCONTROLLABLY. THEN STALLED, CONSUMER WAS ABLE TO MAINTAIN CONTROL OF THE VEHICLE. RESTARTED IT, AND DROVE VEHICLE TO THE DEALER FOR INSPECTION. HOWEVER, MECHANIC COULD NOT DUPLICATE THE PROBLEM. CONSUMER INFORMED THE MECHANIC THAT THIS PROBLEM OCCURRED MORE THAN ONCE, AND STILL HAD NOT BE RESOLVED.
 *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. **ATTACH ADDITIONAL SHEETS IF NECESSARY.**

The Privacy Act of 1974-Public Law 93-578 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a Manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

08/16/2004
13:58:41

SUMMARY HISTORY DISPLAY

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CUSTOMER NAME [REDACTED] SERIAL NO. EL6VMB21042 [REDACTED]
TOTAL R/O'S 12 TOTAL REV. DAYS 29 MAKE BM SUZUKI

LN#	NO.	NO.	DATE	MILES	ADV	TRCH	J#	T	OPERATION	CODE	DESCRIPTION
1	18140	07/14/2004	18948	A	90072						
					T	204	1	W	10D5E01		DRIVEABILITY CONC
					T	204	2	W	51D5E		BODY ELECTRICAL
2	18041	07/07/2004	29271	A	90072						
					T	204	1	W	51D5E01		BODY ELECT CONC
					T	204	2	W	51D5E0E		HEADLIGHTS
					T	204	3	W	10D5E01		DRIVEABILITY CONC
3	17628	06/08/2004	16746	A	90060						
					T	218	1	W	11D5E		ENGINE MISC
4	17563	06/02/2004	16395	A	90060						
					T	9002E	1	C	00D5E		CAR CARE SERVICE
5	17516	05/28/2004	16099	A	90060						
					T	9002E	1	C	46D5E		WHEELS/TIRES
6	17297	05/14/2004	15288	A	985						
					T	204	1	W	30D5E		AUTO TRANSMISSIO
7	16405	03/17/2004	10554	A	9001E						
					T	204	1	W	11D5E		ENGINE MISC
					T	204	2	C	00D5E		CAR CARE SERVICE
8	15763	02/04/2004	7681	A	976						
					T	204	1	C	00D5E0F		LOP SERVICE
					T	204	2	C	46D5E04		ROTATE TIRES
9	15466	01/16/2004	6227	A	976						
					T	204	1	W	60D5E01		INT TRIM CONCERN
10	14985	12/11/2003	3764	A	976						
					T	204	1	C	11D5E01		ENGINE CONCERN
					T	204	2	I	00D5E0F		LOP SERVICE
11	14836	11/28/2003	2729	A	976						
					T	204	1	C	30D5E01		AUTO TRANS CONC
12	14513	10/31/2003	957	A	944						
					T	204	1	W	52D5E12		SUP RESTRAINT SY